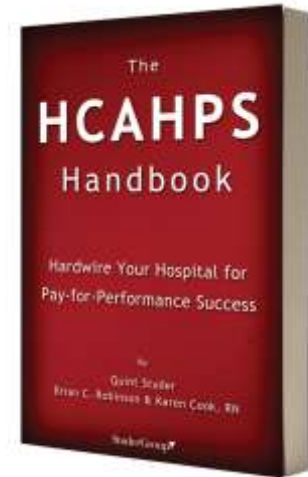


CME Disclosure

- Accreditation Statement
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- Designation of Credit
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Impacting the **Patient** Perception of Quality Care

Doctor Communication



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WHAT'S *Right* IN HEALTH CARE™

Manage Up – To Instill Confidence and Reduce Anxiety

▼ Manage Up

- ▼ The nurse/care team
- ▼ Reinforce education on plan of care for the day
- ▼ Pain management
 - I see your pain is at a 1 today

▼ Establish rapport

- ▼ Notice something non-clinical on the board if possible
- ▼ What do YOU want to see on the board?

St. James Mercy
WILLIAM WYATT

Today's Date: 9/19 (Mon) Tue Wed
Thur Fri Sat Sun

Care Team
Physician: Dr. Randhawa
Nurse: Andrea
Nurse Assistant: Brenda
Therapist: Mamie
Case Manager: Kelly

Plan for Today:

Pharmacy Hotline 8161

How are you feeling today?
0 1 2 3 4 5 6 7 8 9 10
Score: _____

Pain Medication last given at: _____
Pain Medication Due: _____

Quality Matters
Thank you for choosing St. James Mercy Health. Please take the time to complete the patient satisfaction survey you will receive at your home after discharge. If you have any concerns with your stay please contact the nurse manager at:

Key Words - EMR

- ▶ Computer use during consultation has an adverse effect on the quality of physician/patient interaction
 - ▶ Tell the patient you will be taking notes on the computer so they don't think you aren't listening
 - ▶ Switch back/ forth - maintaining eye contact when not looking at computer, especially when they are talking
 - ▶ Don't complain about the EMR to, or in front, of the patient



Physician Keywords

- ▼ “I am washing my hands for your **SAFETY**.”
- ▼ “I have **TIME** to answer your questions.”
- ▼ “I want you to be **INVOLVED** in your treatment plan”
- ▼ “I want to be sure I **EXPLAIN** everything to you...”
- ▼ “To protect your **PRIVACY**, let me close the curtain.”
- ▼ “For your **COMFORT**, I ordered pain medicine...”
- ▼ “I want to keep you **INFORMED**...”
- ▼ “I want to make sure we are **THOROUGH**”
- ▼ “You are in good hands with the nurses on this floor.”

